

Title: **UBO Helpdesk**

Session: **W-1-0800**



Objectives

- Discuss the various helpdesk resources available
- Review scope of support provided by each helpdesk resource
- Provide contact information
- Identify available information resources



Support Resources

- Helpdesk resources
 - Service UBO managers
 - UBO Helpdesk
 - UBO Helpdesk Phone Line
 - MHS Helpdesk
 - VPOC Helpdesk
- Information resources
 - UBO Website
 - Pharmacy Price Estimator
 - Cosmetic Surgery Estimator



MHS Helpdesk - Support Provided

- Questions concerning MHS systems and applications
 - Report not running
 - Fields not populating
- TPOCS
- CHCS
- DEERS
- Communications
- Other standard MHS Systems



UBO Helpdesk - Scope

- UBO-Sponsored Estimators
 - Cosmetic Surgery Estimator
 - Pharmacy Pricing Estimator
- Rate Questions
 - Is there a rate for this procedure?
 - Is there a rate for this provider class?
 - Which rate table has the rate for this procedure?
- TPCP Metrics Reporting System (DD 2570)
- Standard Insurance Table and Other Health Insurance
- Policy and Compliance
- MHS Tier 3 Helpdesk Tickets



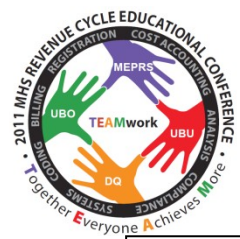
MHS Helpdesk - Contact Information

- 800-600-9332 (CONUS)
- 866-637-8725 (OCONUS)

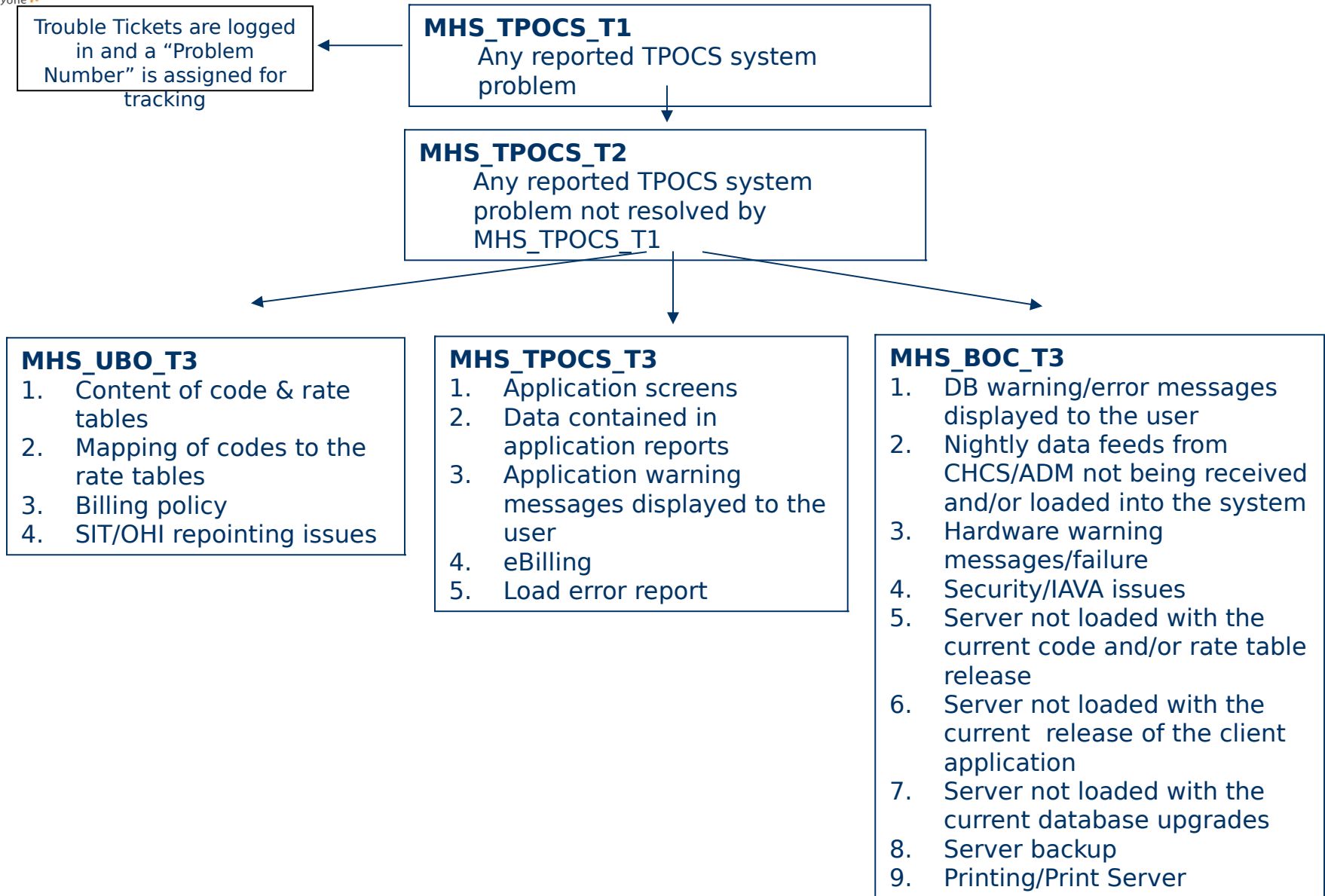


UBO Service Managers - Contact Information

- Army
 - redacted
- Navy
 - redacted
- Air Force
 - redacted



MHS Routing of Trouble Tickets





TMA UBO Helpdesk

User Contacts the UBO Helpdesk directly through e-mail (ubo.helpdesk@altarum.org) or through the UBO Helpdesk Phone Number (703) 575-5385



UBO Contract Support Team Member responds directly to the User (most responses w/in 48 hours)

Call/e-mail is routed to appropriate UBO Contract Support Team Member for research and response

Response is documented in the "Altarum UBO Trouble Ticket Response Folder" and if issue is resolved, the ticket is considered "closed"

If necessary, the issue is elevated to the TMA UBO Program Office for review and response





The OCFO UBO Web Site

- Serve as the key, corporate-level source for the sharing of policy, business process, and other functional information needed to support DoD UBO business operations
 - Policy Documents
 - Business Rules
 - Rate Tables
 - Training Presentations
 - Newsletters
 - Reference Documents
 - System Information
 - Relevant Links



UBO Web Site

- UBO Web site is available to all UBO staff with Internet access
- Office of the Chief Financial Officer (OCFO) site
 - <http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm>



Major Areas of the OCFO UBO Web Site

- UBO Homepage
- About the UBO
- Billing
- HIPAA
- Performance Measurements
- Policy Guidance
- MHS Rates
- National Provider Identifier (NPI)
- Newsletters
- Patient Categories/PATCAT Tables
- Standard Insurance Table/Other Health Insurance
- Systems
- Annual Conferences
- Learning Center



UBO Homepage

- Upcoming teleconferences
- Upcoming conferences
- Latest newsletter
- Frequently Asked Questions
- Selected reference documents
- Important links



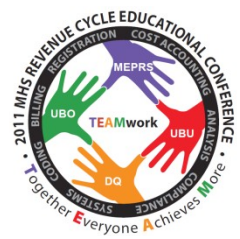
Key Links on the UBO Site

- UBU
- TPOCS
- CHCS
- MHS Helpdesk
- MEPRS Portal
- CHCS Field Services
- Data Quality
- DoD Forms



About the UBO

- Mission
- Definitions for the three UBO Programs
 - Third Party Collections Program
 - Medical Services Account
 - Medical Affirmative Claims



Billing

Billing documents and guidance

- MSA
- MAC
- TPCP
- E-billing
- Links to billing forms



HIPAA

- HIPAA information resources
 - Training presentations
 - Guidance documents
 - Reference documents
 - Links to related resource sites



Performance Measurements

- Key Performance Indicators
- Metrics
- Performance Measurement

FY 2010 TPC Collections

Service	Inpatient	Outpatient	Combined
Army	\$26.60	\$63.30	\$89.90
Navy	\$8.90	\$31.40	\$40.30
Air Force	\$10.10	\$79.70	\$89.80
All DoD	\$45.60	\$174.40	\$220.00



Policy Guidance

- Policy letters
- User Guide (formerly, Functional Business Rules for Itemized Billing)
- UBO Manual



MHS Rates

- Ambulance
- Anesthesia
- UBO CHAMPUS Maximum Allowable Charge (CMAC)
- Cosmetic Surgery
- Dental
- Durable Medical Equipment
- International Military Education and Training (IMET)/Inter-Agency Rate (IAR)
- Immunization
- Inpatient Adjusted Standardized Amount (ASA)
- MAC
- Overseas Billing
- Pharmacy



Access to UBO CMAC Zipped Files

- OCFO limits the file formats that can be posted on the OCFO UBO Web site
- CMAC files are available in a zipped format from our alternate UBO site. CMAC files can be found in the Shared Documents folder on the alternate site. All users may access the site by entering the username/password/domain information below when prompted
- Backup site for large files, MS Access files, etc.
 - <https://my.altarum.org/sites/ubo/default.aspx>

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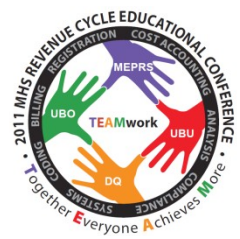
Access to UBO CMAC Zipped Files

- For Users Running **Windows XP:**
 - username: [mi-sharepoint\ubo user](#)
 - password: [ubo_2008](#)
- To access the alternate site click here! The CMAC files are available under the Shared Documents folder
 - Please note: These files are very large and will take a few minutes to download



Standard Insurance Table/ Other Health Insurance

- SIT/OHI table clean-up update
- Entering and updating SIT/OHI information
- Placeholder SCR Update
- Contact VPOC information – VPOC@altarum.org



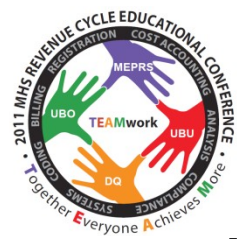
Systems

- CHCS notes
- TPOCS documents
- Future systems
- System change request form



Annual Conference

- OCFO regulations prohibit the posting of documents that could be used to build a list of names for any UBO function
 - Therefore, we have removed the names on all the annual conference presentations from the OCFO Web site



Learning Center

Available Presentations

- Billing for APV Institutional Fees under the Medical Services Account Program
- 2009 ASA's for Direct Care Inpatient Billing
- MAC Enhancement
- SIT/OHI Clean-up Activities
- 2009 Outpatient Itemized Billing Update
- Cosmetic Surgery Estimator
- TPC Metrics Reporting System Introduction
- Provider Specialty Code Table Update
- ICD-9 and CPT Updates
- Pharmacy January 2010 Rate Update
- VA/DoD Resource Sharing Inpatient Services Billing Rates



Submitting System Change Requests

- Make sure you define the problem
- Prepare the MHS SCR form
- Discuss your recommended SCR with your Service Manager first



Summary

- Various helpdesk resources available
- Scope of support provided by each helpdesk resource
- Contact information
- Available information resources



UBO Web Site

TMA UBO Web site

<http://tricare.osd.mil/ocfo/mcfs/ubo/index.cfm>



Helpdesk

TMA/UBO Helpdesk

Functional Support

UBO.helpdesk@altarum.org

703-575-5385